

THE LANDLORD-TENANT CONNECTION

TIPS 4 TALKING

Tip 1: Let's Get Started:



- ✓ Approach the other person with a soft opening. "I'd like to talk about an issue that's important to both of us."
- ✓ Be respectful.
- ✓ Be present.
- ✓ Let go of negative feelings and assumptions.
- ✓ Be clear about what you would like to see happen next.
- ✓ Communicate your wish to work things out rather than threaten action.

Tip 2: Reflect, then Share:



- ✓ Pause before responding.
- ✓ Ask clarifying questions.
- ✓ Restate what you heard to make sure you heard correctly.
- ✓ Keep conversing until you understand each other.

Tip 3: Check-Check Assumptions:



- ✓ Notice what assumptions you are making.
- ✓ Ask the other person to verify your assumptions.
- ✓ What assumptions do you believe the other person may be making?
- ✓ Clarify.

SAMPLE PHRASES

Encouraging and Clarifying...

- Please tell me more.
- I'd like to know more.
- How did you come to that conclusion?
- What did you do then?
- How did that make you feel?
- Go on.
- I'm glad that you are telling me about this.
- EYE CONTACT
- NOT FIDGETING
- NODDING OR SMILING
- I'm a little unclear about _____. Please tell me...
- I'm trying to understand, but I need some help with...
- Thank you for taking the time to explain this to me.
- Help me understand...

Discouraging:

- Yeah, yeah...
- Well, I...
- You know, I had a similar experience...
- This is what you should do...
- That's nothing. I...
- Anyone with a brain would disagree.
- How can you say that?
- So, are you seriously saying that...?
- CHECKING YOUR PHONE
- LOOKING AWAY/DISTRACTED
- CHECKING THE TIME